Focalpoint Companions

WebFares Search Tool
Apollo User Guide

Document updated July 2, 2002
(Version 1.17)

AgentWare Pilot Program
June 2002

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System Requirements

The minimum system configuration for effective use of the WebFares Search Tool is as follows:

- Windows 95 or higher
- Focalpoint 3.0.18a – TCP, Focalpoint 3.5, or higher
- Internet Explorer 5.5, or higher
- 64 MB of RAM
- High speed Internet Access enabled

Other Requirements

In order to complete WebFares Search Tool installation / setup and participate in the AgentWare Pilot Program, you must have a pilot User ID and Password assigned to you by Galileo International.

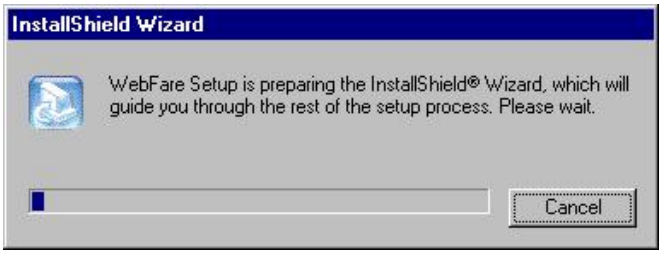
Requests for additional pilot User IDs (or for assistance with lost passwords) should be sent directly to Galileo at the following email address: agentware.pilot@galileo.com

Installation

STEP 1: Close Focalpoint, if open.

STEP 2: Double-click the **WebFares.Exe** file provided to you.

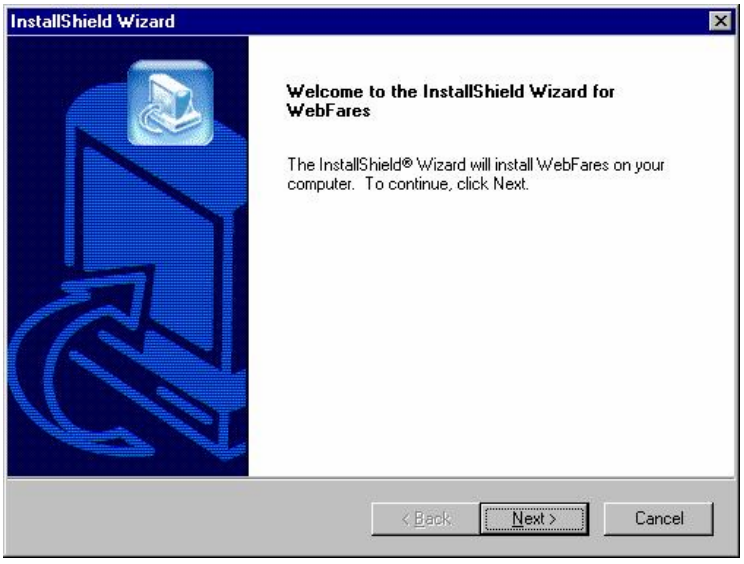
The InstallShield Wizard appears.


InstallShield Wizard
WebFare Setup is preparing the InstallShield® Wizard, which will guide you through the rest of the setup process. Please wait.
Cancel

WebFares Setup prepares InstallShield and brings you to the welcome screen:

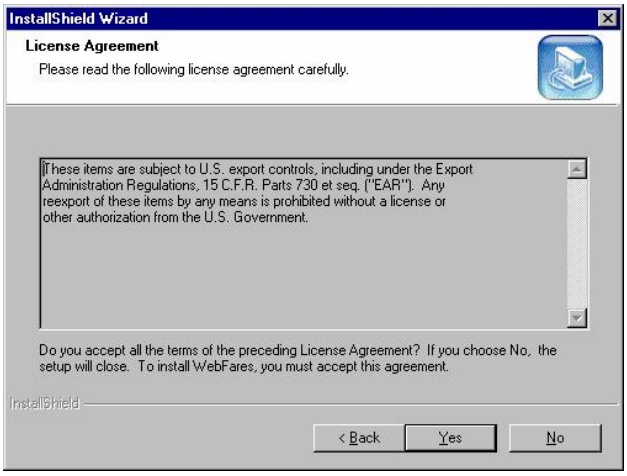
When **reinstalling** the application, note that you will be:

- Prompted to remove the prior version before proceeding with installation of the updated version – see *"De-installation" on page 3)*
- Required to run the WebFares.Exe a second time to complete reinstallation.


InstallShield Wizard
Welcome to the InstallShield Wizard for WebFares
The InstallShield® Wizard will install WebFares on your computer. To continue, click Next.
< Back
Next >
Cancel

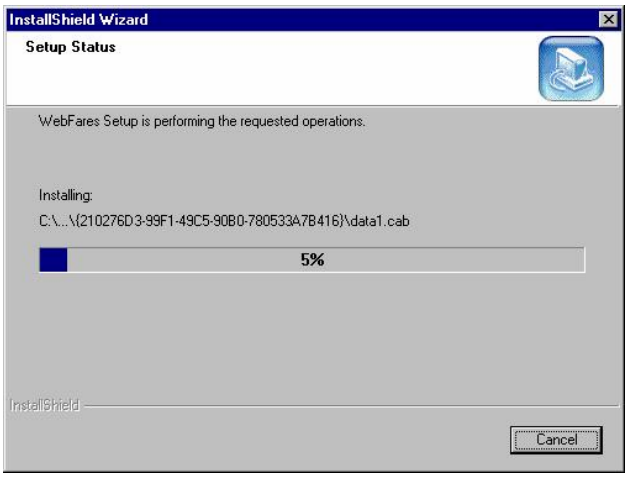
STEP 3: Click on "Next" to continue with the installation.

The License Agreement screen appears:

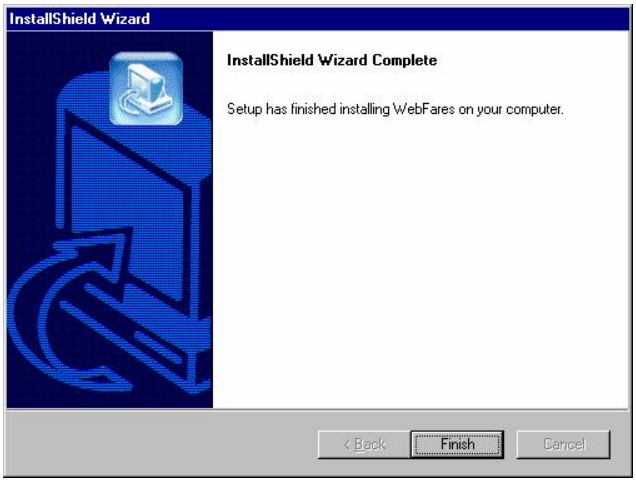

InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
These items are subject to U.S. export controls, including under the Export Administration Regulations, 15 C.F.R. Parts 730 et seq. ("EAR"). Any reexport of these items by any means is prohibited without a license or other authorization from the U.S. Government.
Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install WebFares, you must accept this agreement.
InstallShield
< Back
Yes
No

STEP 4: Click “Yes” to accept the agreement.

The installation process begins and a status bar displays progress:



InstallShield Wizard confirms when installation is complete.



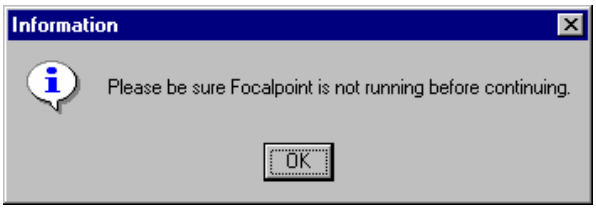
STEP 5: Click “Finish” to exit the install dialog box.

De-installation

STEP 1: Close Focalpoint, if open.

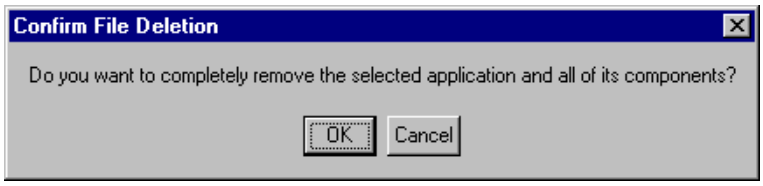
STEP 2: Double-click the **WebFares.Exe** file provided to you – this is the same file used to complete product installation.

An information dialog box appears:



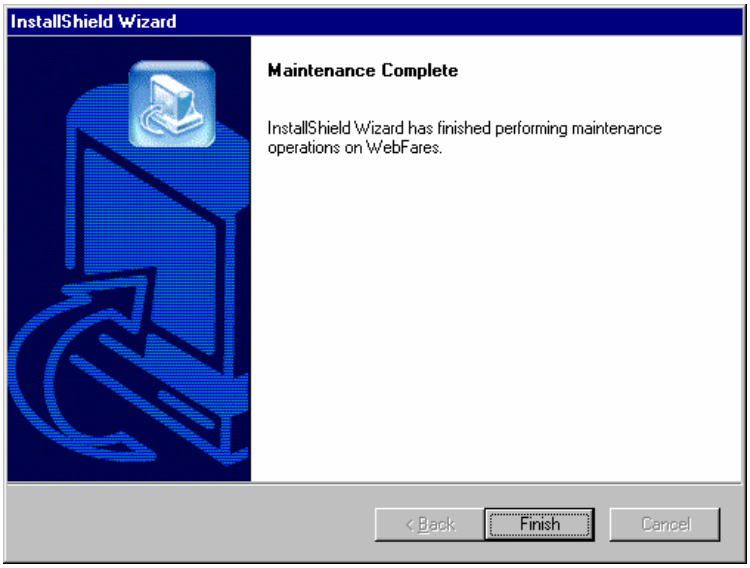
STEP 3: Click OK, confirming Focalpoint is closed.

A confirmation screen appears:



STEP 3: Click “OK” to continue.

The InstallShield Wizard confirms when de-installation maintenance is complete.

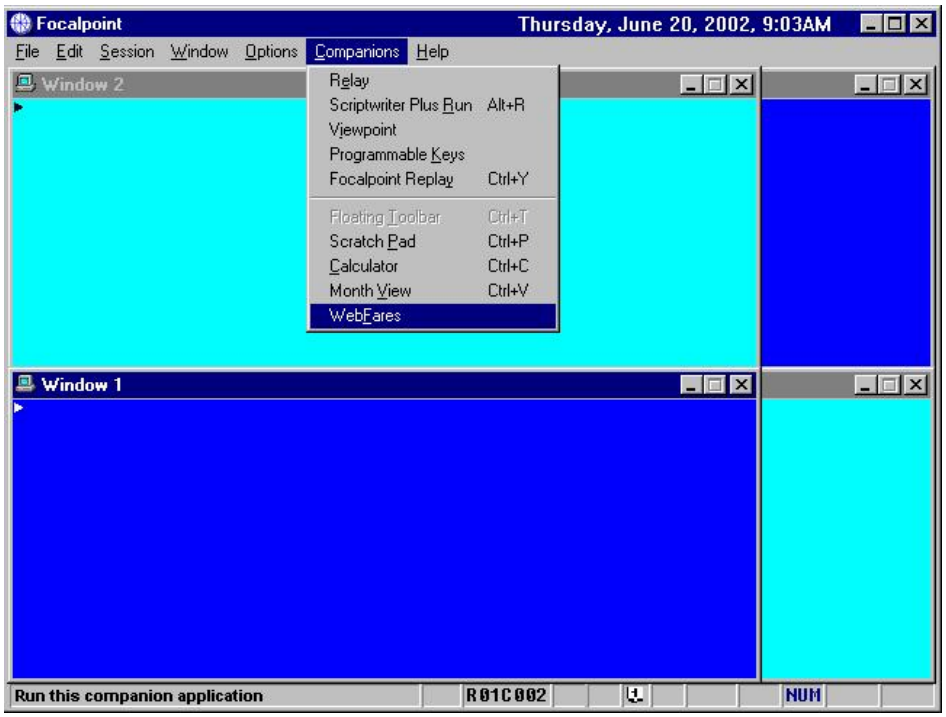


STEP 4: Click “Finish” to exit the install dialog box.

WebFares Search Tool - Activation

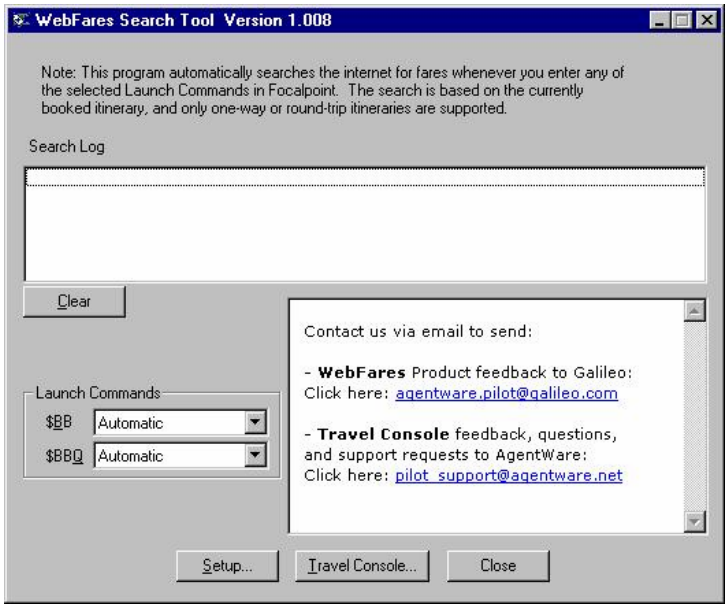
STEP 1: Launch Focalpoint

STEP 2: From the Companion dropdown menu, select WebFares.



The WebFares Search Tool application appears:

Release / version number confirmed here


WebFares Search Tool Version 1.008
Note: This program automatically searches the internet for fares whenever you enter any of the selected Launch Commands in Focalpoint. The search is based on the currently booked itinerary, and only one-way or round-trip itineraries are supported.
Search Log
Clear
Contact us via email to send:
- WebFares Product feedback to Galileo:
Click here: agentware.pilot@galileo.com
- Travel Console feedback, questions, and support requests to AgentWare:
Click here: pilot_support@agentware.net
Launch Commands
$BB Automatic
$BBQ Automatic
Setup...
Travel Console...
Close

The WebFares Search Tool is now active

If this is the first time you are using WebFares, you must also complete the setup steps described within the next section.

Supported itineraries

- One-way
- Roundtrip
- Direct
- Single-connect
- Double-connect

Supported $BB modifiers

- Segment select

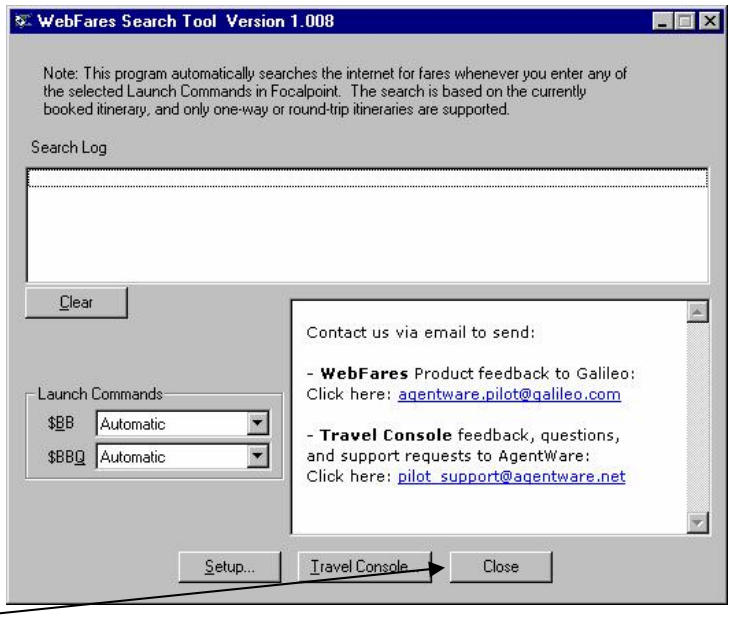
Supported $BBQ modifiers

- Segment select
- Include carrier >$BBQ//+AA.UA.DL *(WebFares Search limited to AA, UA, and DL websites)*

If modifiers, other than that listed above, are included in your $BB or $BBQ request, these will either be ignored or a WebFares Search may not be initiated.

WebFares Search Tool - Deactivation

Step 1: Return to the WebFares Search Tool window.


WebFares Search Tool Version 1.008
Note: This program automatically searches the internet for fares whenever you enter any of the selected Launch Commands in Focalpoint. The search is based on the currently booked itinerary, and only one-way or round-trip itineraries are supported.
Search Log
Clear
Launch Commands
$BB
Automatic
$BBQ
Automatic
Contact us via email to send:
- WebFares Product feedback to Galileo:
Click here: agentware.pilot@galileo.com
- Travel Console feedback, questions, and support requests to AgentWare:
Click here: pilot_support@agentware.net
Setup...
Travel Console
Close

Step 2: Click “Close” to **deactivate** the WebFares Search Tool.

Setup

Set Search Launch Command Options

The WebFares Search is automatically initiated whenever a $BB, $BBA, $BBC or $BBQ request is made against a one-way or roundtrip itinerary.

If automatic initiation of the WebFares Search request is not desired, complete Step 6 to change to either "controlled" or "disabled" option.

STEP 1: (Optional):
Click the drop-down arrow appearing next to $BB or $BBQ.Chose desired option(s):
Automatic (default)
With F12+Enter (controlled)
Disabled

WebFares Search Tool Version 1.008
Note: This program automatically searches the internet for fares whenever you enter any of the selected Launch Commands in Focalpoint. The search is based on the currently booked itinerary, and only one-way or round-trip itineraries are supported.
Search Log
Clear
Contact us via email to send:
- WebFares Product feedback to Galileo:
Click here: agentware.pilot@galileo.com
- Travel Console feedback, questions, and support requests to AgentWare:
Click here: pilot_support@agentware.net
Launch Commands
$BB
Automatic
$BBQ
Automatic
Automatic
With F12+Enter
Disabled
Setup...
Travel Console...
Close

Notes:
1. The option defined for $BB also controls $BBA and $BBC request made in Apollo.
2. If you choose "**With F12+Enter**" option:
- You must hold the F12 key while you also press the Enter to submit your $BB and/or $BBQ request –and– initiate a WebFares Search.
- The Focalpoint F12 Pkey must be cleared – you won't be able to use this Programmable Key.
- The F12 can be changed, allowing you to use a different F key for this purpose, by accessing the Setup button (detail will be found on the next page).

Set WebFares User ID & Password

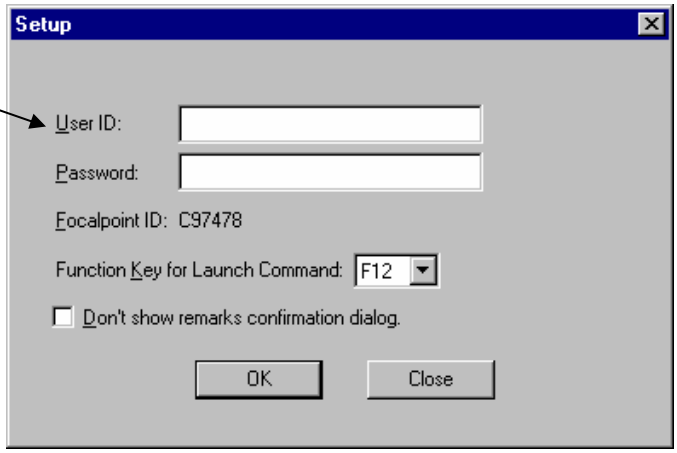
STEP 1: Verify that you are signed into Apollo / Galileo

STEP 2: Activate or return to the WebFares Search Tool window

STEP 3: Click on the "Setup" button

The Setup dialog box appears:

STEP 4: Enter your WebFares User ID and Password (provided to you by Galileo) in the boxes shown.



Note:
User ID and Password are both case sensitive.

Change Launch Command F Key

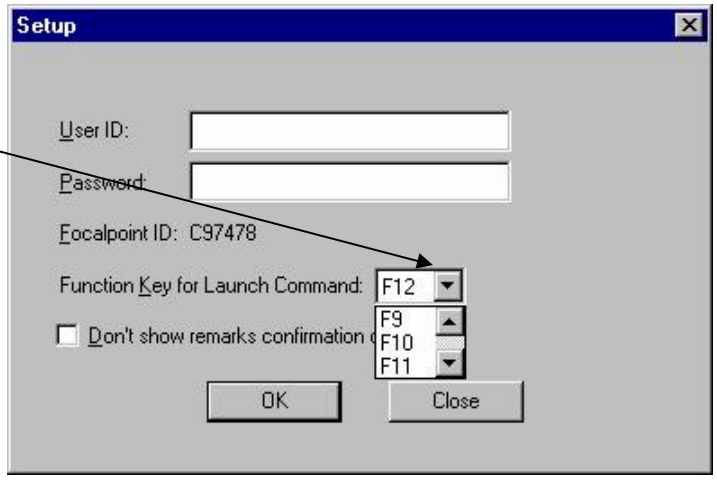
(Optional)

STEP 1: Verify that you are signed into Apollo / Galileo

STEP 2: Activate or return to the WebFares Search Tool window

STEP 3: Click on the "Setup" button

The Setup dialog box appears:



STEP 4:
Select a function key by clicking on the drop-down arrow appearing here and selecting a new F key from the list.

Remember that to use the key selected here, you must clear any Programmable Key definition set for this F Key in Focalpoint.

If uncertain, we recommend keeping the default setting (F12). You can return to this screen and change to another function key at anytime. See prior page for more detail.

Enable / Disable PNR Remarks Dialog Box

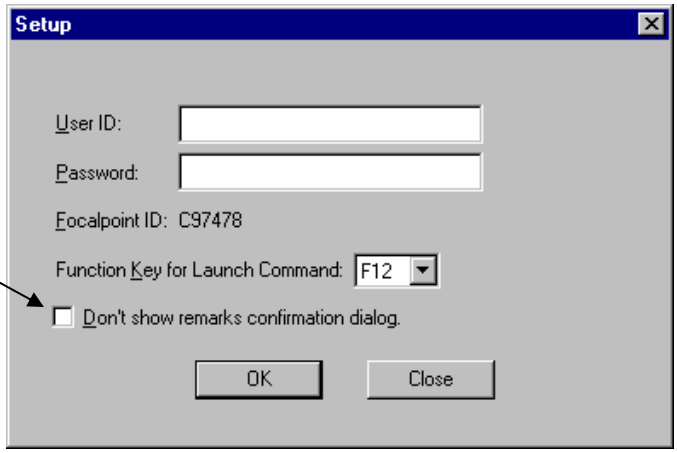
(Optional)

STEP 1: Verify that you are signed into Apollo / Galileo

STEP 2: Activate or return to the WebFares Search Tool window

STEP 3: Click on the "Setup" button

The Setup dialog box appears:



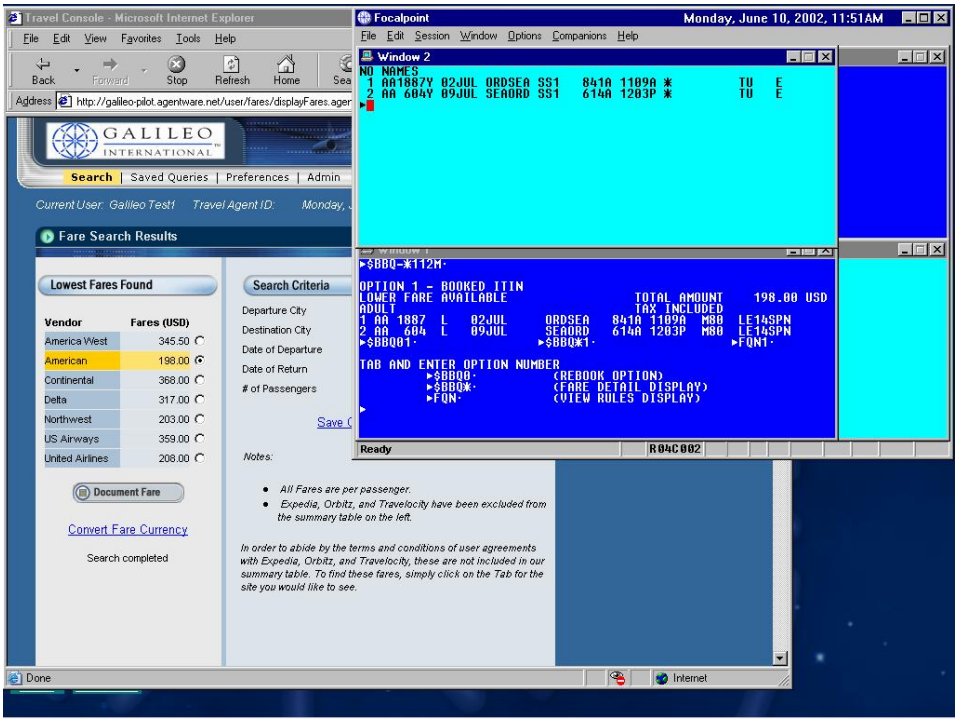
STEP 4:

Check / Uncheck this box to disable / enable the "PNR Remarks" dialog box. See "Document Fare Function" section for further detail on this feature.

STEP 5: Click "OK" to save changes.

Window Positioning

Upon initiating your first WebFares Search with a $BB or $BBQ request, position your Focalpoint and Internet Explorer windows so that fares returned from the two systems can be easily compared.



"Document Fare" Function

After a WebFares Search has been completed, you can complete a WebFares audit and document the results of any web fare identified within the active PNR.

STEP 1: Within the Travel Console Search Response, click the radio button appearing next to the desired fare. (Refer to Travel Console user documentation for additional screen display examples).

STEP 2: Click the "Document Fare" button.

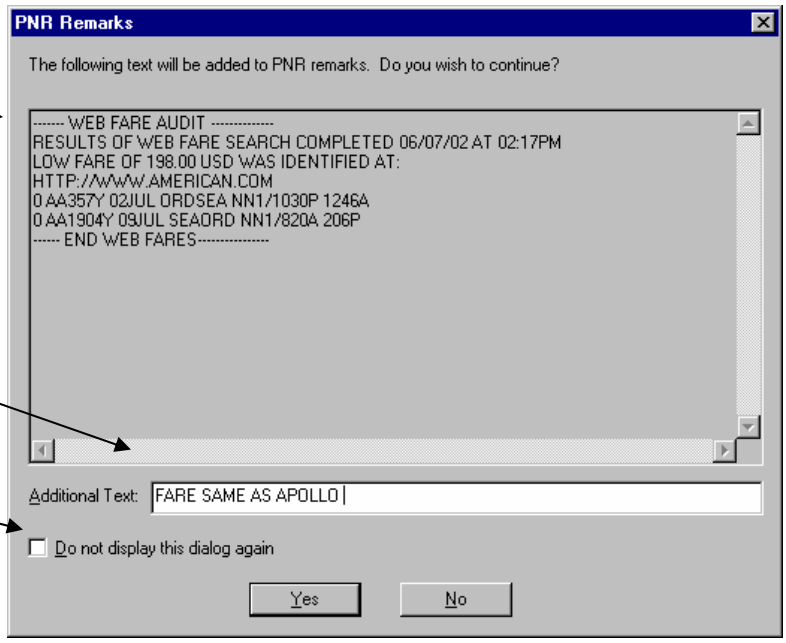
STEP 3: Review itinerary details and, if you wish to proceed, click on the Document Fare button.

The PNR Remarks dialog box appears:

This window shows text that will be added to PNR remarks, within the active PNR, should you decide to proceed:

By typing in the box appearing here, you can include one additional line of freeform text. Example:
"FARE SAME AS APOLLO"

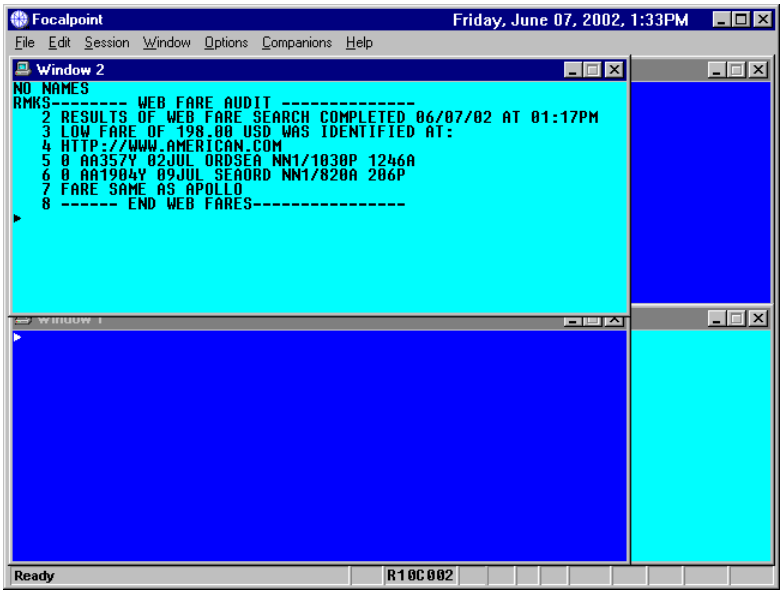
(Optional)
Check this box if you wish to disable this screen from appearing in all future "Document Fare" requests. Note that this option can be re-enabled from Setup screen – see Step 4 in the Set-up section.


PNR Remarks
The following text will be added to PNR remarks. Do you wish to continue?
------ WEB FARE AUDIT ----------
RESULTS OF WEB FARE SEARCH COMPLETED 06/07/02 AT 02:17PM
LOW FARE OF 198.00 USD WAS IDENTIFIED AT:
HTTP://WWW.AMERICAN.COM
0 AA357Y 02JUL ORDSEA NN1/1030P 1246A
0 AA1904Y 09JUL SEAORD NN1/820A 206P
------ END WEB FARES----------
Additional Text:
FARE SAME AS APOLLO
Do not display this dialog again
Yes
No

STEP 4: Click "Yes" to continue.

(Optional)
STEP 5: Return to Focalpoint and redisplay PNR.

Web Fare Audit text appears within PNR remarks.


Focalpoint
Friday, June 07, 2002, 1:33PM
File Edit Session Window Options Companions Help
Window 2
NO NAMES
RMKS-------- WEB FARE AUDIT ----------
2 RESULTS OF WEB FARE SEARCH COMPLETED 06/07/02 AT 01:17PM
3 LOW FARE OF 198.00 USD WAS IDENTIFIED AT:
4 HTTP://WWW.AMERICAN.COM
5 0 AA357Y 02JUL ORDSEA NN1/1030P 1246A
6 0 AA1904Y 09JUL SEAORD NN1/820A 206P
7 FARE SAME AS APOLLO
8 ------ END WEB FARES----------
Ready
R10C002

"Document Booking" Function

To take advantage of this functionality, you must be using WebFares Search Tool version 1.012 or higher. See the Support section of this document for further information on application updates and version numbers.

After a WebFares Search has been completed and a web booking is confirmed, you can document the results of the web booking within the active PNR.

For further information on Steps 1-3, refer to the Travel Console User Guide.

STEP 1: Within the Travel Console Search Response, click the radio button appearing next to the desired fare and click the "Document Booking" button.

Travel Console displays the Itinerary Wizard.

STEP 2: Review itinerary detail for each flight segment displayed, adding the Vendor Booking Reference Number (or web site confirmation number) and making any necessary flight changes.

After all flight segments have been reviewed, Travel Console displays the Document Web Booking summary.

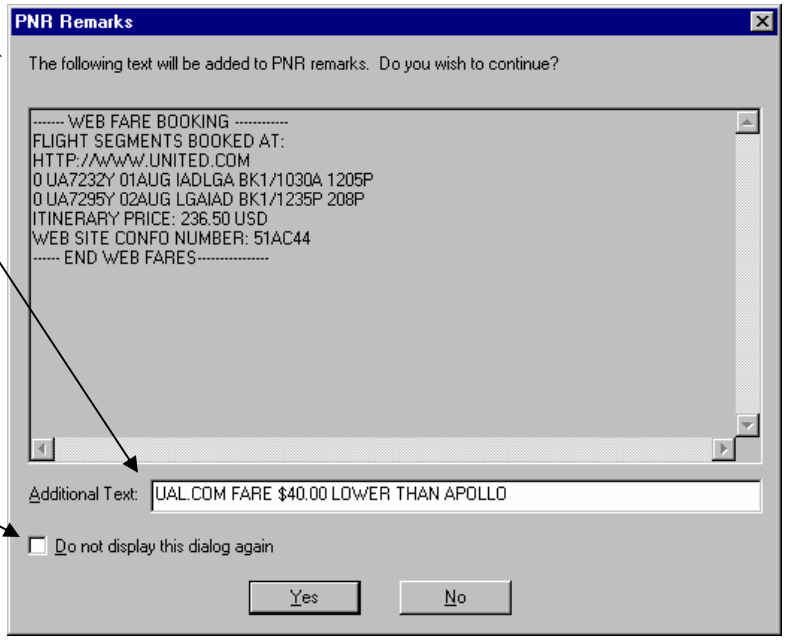
STEP 3: Click the "Document Booking" button reappearing at the bottom of the page.

The PNR Remarks dialog box appears:

This window shows text that will be added to PNR remarks within the active PNR, should you decide to proceed:

By typing in the box appearing here, you can include one additional line of freeform text.
Example:
"UAL.COM FARE $40.00 LOWER …"

(Optional)
Check this box if you wish to disable this screen from appearing in all future "Document Booking" requests. Note that this option can be re-enabled from Setup screen – see Step 4 in the Set-up section.


PNR Remarks
The following text will be added to PNR remarks. Do you wish to continue?
------ WEB FARE BOOKING ----------
FLIGHT SEGMENTS BOOKED AT:
HTTP://WWW.UNITED.COM
0 UA7232Y 01AUG IADLGA BK1/1030A 1205P
0 UA7295Y 02AUG LGAIAD BK1/1235P 208P
ITINERARY PRICE: 236.50 USD
WEB SITE CONFO NUMBER: 51AC44
------ END WEB FARES----------
Additional Text:
UAL.COM FARE $40.00 LOWER THAN APOLLO
Do not display this dialog again
Yes
No

STEP 4: Click "Yes" to continue.

(Optional)
STEP 5: Return to Focalpoint and redisplay PNR. Web Fare Booking text appears within PNR remarks.

Within PNR remarks note that flight information is formatted such that passive air segments can be added to the PNR simply by arrowing up, adding a SOM in front of the zero (appearing in front of the flight number), arrowing past flight arrival time, and pressing the enter key. Repeat for all flight segments.

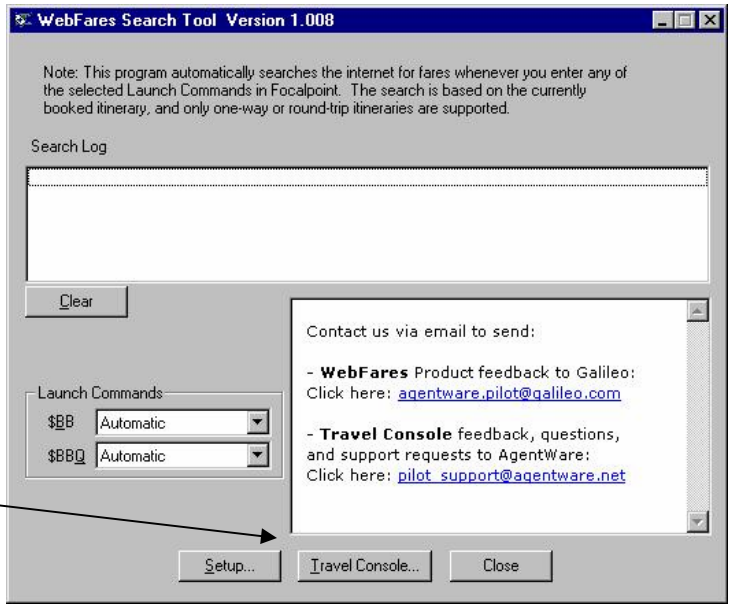
Access to Travel Console

Anytime you initiate a WebFares Search, a browser window opens and brings you directly to Travel Console.

If you have closed the TraveConsole window and/or simply wish to access Travel Console without initiating a $BB or $BBQ request, follow these steps:

STEP 1: Return to the WebFares Search Tool window

STEP 2: Click on the "Travel Console" button


WebFares Search Tool Version 1.008
Note: This program automatically searches the internet for fares whenever you enter any of the selected Launch Commands in Focalpoint. The search is based on the currently booked itinerary, and only one-way or round-trip itineraries are supported.
Search Log
Clear
Contact us via email to send:
- WebFares Product feedback to Galileo:
Click here: agentware.pilot@galileo.com
- Travel Console feedback, questions, and support requests to AgentWare:
Click here: pilot_support@agentware.net
Launch Commands
$BB
Automatic
$BBQ
Automatic
Setup...
Travel Console...
Close

A browser window opens and brings you to Travel Console.

From within Travel Console access the following information / functionality Note: Refer to Travel Console User Manual for additional detail
Travel Console Message Center
• Obtain system status information here, e.g. if a supplier site is unavailable and thus cannot be including in search, details will be communicated here.
Travel Console User Manual
• Access via link appearing on the bottom of the Airfare Search Screen (click on "Search" within Travel Console). The Travel Console User Manual should always be accessed from this location to ensure you are viewing the most current document version.
Preference Settings
• Select currency, time zone, and website defaults, applied to all searches initiated from Focalpoint. Refer to the Travel Console User Manual for additional detail.
Saved Queries
(Refer to the Travel Console User Manual for detail.)
Stand-alone Search Requests
• Complete a stand-alone web fare search from this screen. • Include or exclude web sites from all future searches (even those initiated from within Focalpoint) by making your selections from the Select Vendors dropdown list.

Support

Pilot support options are as follows:

For Travel Console

Questions concerning specific web fares, web sites searched, Travel Console training sessions or any information viewed within an Internet Explorer window (displayed as the result of a WebFares search) should be sent directly to AgentWare at:
pilot_support@agentware.net

For the WebFares Search Tool

1. **Current version of the WebFares Search Tool application and documentation**

   Application version number is confirmed within the title of the WebFares Search Tool window (see display example on the bottom of page 4).

   WebFares Search Tool application updates can be obtained by accessing the following link:
   http://support.galileo.com/acsc/content/webfares/webfares.htm

   To access, you will be required to supply your Apollo pseudo city code and customer support PIN number and you must be a confirmed WebFares pilot participant.

2. **Installation assistance and problem support**

   Please be sure you are using the most current version of the WebFares Search Tool before requesting installation assistance or problem support (see #1 above).

   A. Problem support issues related to the Travel Console application should be directed to AgentWare (see the "For Travel Console" section above).

   B. Installation help and problem support related to the Apollo WebFares Search Tool can be obtained by contacting the Atlanta Customer Support Center at our Pilot Support number – this number only should be used to obtain pilot support:

Pilot Support Telephone:	(877) 644-4372:
Support hours:	9:00 a.m. until 5:30 p.m. EDT, Mon - Fri

   You will be required to supply your pseudo city code and PIN number.

3. **User IDs, Passwords and Pilot Feedback**

   For assistance with your WebFares User ID or password, or to provide Galileo with pilot feedback, please send email to Galileo at the following mailbox:
   agentware.pilot@galileo.com
   Remember to include your agency name and pseudo city code in all email.